Distr.
GENERAL

PBC.11/4
14 February 1995

United Nations Industrial Development Organization

ORIGINAL: ENGLISH

Programme and Budget Committee
Eleventh session
Vienna, 24-28 April 1995
Item 12 of the provisional agenda

COLLECTION

ELECTRONIC DATA-PROCESSING PROGRAMME

Report by the Director-General

Summary

In compliance with General Conference decision GC.4/Dec.18, paragraph (h), this report updates to 31 December 1994 information provided in document IDB.13/20.

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Distr.: 22 February 1995

1. The General Conference in its decision GC.4/Dec.18, *inter alia*, took note of the updated report by the External Auditor on the electronic data-processing (EDP) system (GC.4/50), of the follow-up report by the Director-General on the recommendations of the External Auditor (GC.4/48 and Corr.1) and of the final report of Touche Ross Management Consultants (GC.4/CRP.1). In the same decision the General Conference requested the Director-General, *inter alia*, to report to subsequent sessions of the policy-making organs on the programme and cost of implementing the consultants' recommendations (GC.4/CRP.1) and those of the External Auditor (GC.4/50).

2. In compliance with that decision, information was provided to the Industrial Development Board at its thirteenth session regarding the status of action taken with respect to those recommendations as of 31 August 1994. The present report provides an update as of 31 December 1994 on action taken with respect to the recommendations of Touche Ross Management Consultants (GC.4/CRP.1) and those of the External Auditor (GC.4/50 and IDB.10/4-PBC.8/9, paras. 153-180) and the recommendations that resulted from phase two of the Strategic Automation Plan for UNIDO in the report of Andersen Consulting.

3. Annex I provides those details based on the recommendations of the two external consultants. Annex II contains the recommendations of the External Auditor and the most recent action taken to implement them. Those recommendations that have been fully implemented, as reported in documents IDB.12/7 and IDB.13/20, are not included. Annex III shows the cost of implementing the EDP programme and annex IV shows all contractual commitments, both as of 31 December 1994.

Annex I

STATUS OF ACTION TAKEN ON OUTSTANDING RECOMMENDATIONS OF TOUCHE ROSS MANAGEMENT CONSULTANTS[1] AND OF ANDERSEN CONSULTING[2]

OUTSTANDING RECOMMENDATIONS

1. There is a need for a systematic review of procedures within UNIDO. This review must come about from a management initiative and cannot be led by EDP. There is too much duplication of effort and too much reliance on paper-based methods. (8.1.2)	1. There is a continuous effort in the Secretariat to streamline its procedures with the primary focus on eliminating duplication of effort and reducing paper flow. Further to the simplified procedure for travel planning, authorization and monitoring, which was reported in IDB.13/20 and which is currently being implemented with the support of a computerized system, a simplified, computer-based system for the preparation, monitoring and control of requisitions and purchase orders will become effective during the first quarter of 1995 and will reduce manual intervention and paper flow. As new changes materialize, a statement on the impact of such streamlining will be the subject of future updated reports.
2. The information technology steering group should identify and sanction any proposed changes to packages. (8.1.3)	2. No software packages were changed or new ones introduced in 1994. However, any changes required will be presented to the information technology committees and implemented only if endorsed.
3. Extensive training of EDP will be required in the use of the new methods and tools. (8.1.3)	3. In preparation for the task of moving to a distributed computing environment, four Management Information Services staff members received training in the second half of 1994 in the form of a hands-on workshop on local area networks; MIS staff attended a computer-related conference in Vienna dealing with distributed computing and a course on data communications. As reported in IDB.13/20, considerable training of MIS staff will be required in the 1994-1995 biennium, continuing into the 1996-1997 biennium, in order to update existing staff skills in the application of new technologies.

[1] References in the column "Primary recommendations" refer to sections of the final report of Touche Ross (GC.4/CRP.1).

[2] Strategic Automation Plan - Phase 2 Final Report, Vienna, 16 June 1992.

4. Further investment in current systems should be avoided. Maintenance of existing systems must be restricted to changes which are absolutely essential, even if this will undoubtedly lead to dissatisfaction in the user community. The commitment of management is vital to maintain the support and understanding of the user community during this difficult period. (8.1.3)	4. With the purpose of focusing as many staff resources as possible on the development of new applications, the 1995 work plan of MIS will adhere to this recommendation of the consultants, and will reduce the allocation of resources devoted to the maintenance of existing systems to the minimum required to keep existing systems running. As reported in IDB.13/20, it is expected that the work of the information technology committees will assist in securing the understanding of the user community and in keeping maintenance and enhancement of existing systems to a minimum.
5. If FINSYS/PERSYS of FAO is put in place and modifications are needed, these should be contracted out, together with future maintenance, to a third party software house rather than build another skill set within UNIDO. (8.3.1)	5. Reported in IDB.13/20. Could be eliminated from future reports.
6. Better communications with the field need to be put in place. In the long-term, if and when it can be cost-justified, computer-based communications can be considered. (8.1.1)	6. Reported in IDB.13/20. Could be eliminated from future reports.
7. The cabling programme should be resumed with the wiring of six floors in 1992-1993 and the remainder in 1994-1995. Priority should be given to those floors with greatest needs. (8.3.2)	7. UNIDO completed the wiring of all its floors in 1994. The result of this comprehensive cabling will be improved in-house electronic communication, a flexible topology for local area network interconnection and simplification in the redeployment of desktop equipment. Could be eliminated from future reports.
8. The acquisition of 90 PCs per biennium should go a long way towards satisfying UNIDO's needs. (8.3.2)	8. As reported in IDB.13/20, the number of PCs to be acquired in the 1994-1995 biennium will be based on this recommendation. Since hardware continuously reduces in cost, however, acquisition will be supplemented with internal components to upgrade obsolete equipment or additional sets to replace very old and malfunctioning workstations.

Annex II

STATUS OF ACTION TAKEN ON OUTSTANDING RECOMMENDATIONS OF THE EXTERNAL AUDITOR

PRIMARY RECOMMENDATIONS	CURRENT STATUS
1. A disaster recovery plan should be worked out which should enable both UNIDO and IAEA to mutually provide a backup computer installation at no additional costs. (GC.4/50, paras. 16, 62-65).	1. Reported in IDB.13/20. Could be eliminated from future reports.
2. A major objective should be intensive training of the existing EDP staff in the use of modern data-processing techniques and tools, and of the end-users regarding the relevant applications and software packages. (IDB.10/4, para. 178)	2. Status reported under recommendation number 3, annex I.
3. Standards should be established and complied with, throughout the Organization as a whole, regarding the use of software packages (i.e. word processing, database products, spreadsheets) thus enabling the transfer of any document without conversion and/or duplication of efforts. (IDB.10/4, para. 179)	3. As reported in IDB.13/20, standards regarding hardware, basic software and minimum hardware and related software configurations for future acquisition, have been established. The new information technology committees are actually considering database standards and will consider in the future, among others, such areas as procedures to facilitate the transfer of information between the mainframe and desktop equipment, software for local area networks and guidelines for development and documentation of PC-based applications. These will be the subject of future updated status reports.

Annex III

COST OF 1994-1995 BIENNIUM IMPLEMENTATION AS AT 31 DECEMBER 1994

(In US dollars at US$1 = AS 12.00)

	1994 Allotments	Disbursements 01/01/94-31/12/94	Obligations	Expenditure (2+3)	Balance (1-4)
	(1)	(2)	(3)	(4)	(5)
Staff costs	2,056,600	1,937,146	6,774	1,943,920	112,680
Income	(133,800)	(146,313)	-	(146,313)	12,513
Mainframe					
Hardware	2,440,000	2,327,170	-	2,327,170	112,830
Software	171,000	166,037	4,835	170,872	128
Operation and maintenance	1,459,000	1,203,948	244,225	1,448,173	10,827
Office automation					
Hardware	280,000	234,728	41,115	275,843	4,157
Software	125,000	8,891	33,806	42,697	82,303
Maintenance	165,800	132,437	20,808	153,245	12,555
Other					
Supplies and materials	206,300	90,770	84,472	175,242	31,058
Network	305,000	118,243	33,713	151,956	153,044
External computer costs	30,000	2,964	26,687	29,651	349
Training	140,200	102,688	24,193	126,881	13,319
Travel/meetings	27,000	3,810	-	3,810	23,190
Consultancy support	58,200	15,210	29,250	44,460	13,740
Miscellaneous costs	5,000	1,412	-	1,412	3,588
Income	(197,800)	(173,639)	-	(173,639)	(24,161)
TOTAL	7,137,500	6,025,502	549,878	6,575,380	562,120

Notes:

1. Allotments represent the 1994 regular budget and operational budget appropriations, excluding reserves of $1,281,400.

2. Obligations include contractual commitments for 1994.

Annex IV

CONTRACTUAL COMMITMENTS, 1 JANUARY - 31 DECEMBER 1994

(In US dollars at US$1 = AS 12.90)

Contract number	Supplier	Decription	Period	1994	1995	1996	1997	Total
94/267	Gammag	Maintenance of Wang VS system	01/01/94-31/03/94	15,504	-	-	-	15,504
94/268	Rank Xerox	EPIC & HFDL software maintenance	01/01/94-31/03/94	736	-	-	-	736
94/269	General Electric	Geisco Service	01/01/94-31/12/94	11,628	-	-	-	11,628
94/270	PTT	Rental line 2308197	01/01/94-31/12/94	194	-	-	-	194
94/271	PTT	Rental datex-P line	01/01/94-31/12/94	19,690	-	-	-	19,690
94/272	Radio Austria	Rental & usage - line 2329 11000607	01/01/94-31/12/94	2,326	-	-	-	2,326
94/273	Radio Austria	Rental of line 2329 11001734	01/01/94-31/12/94	1,163	-	-	-	1,163
94/274	Radio Austria	Rental of line 2329 11001850	01/01/94-31/12/94	155	-	-	-	155
94/275	PTT	Olivetti PCs Rental of line 238348	02/01/94-31/12/94	388	-	-	-	388
94/276	PTT	Rental of line 2307584	01/01/94-31/12/94	12,403	-	-	-	12,403
94/277	PTT	Telerate line 243680	01/01/94-31/12/94	1,163	-	-	-	1,163
94/278	Rank Xerox	Maintenance printer X4090	01/01/94-31/12/94	31,395	-	-	-	31,395
94/279	Rank Xerox	Maintenance printer X4050	01/01/94-31/12/94	19,792	-	-	-	19,792
94/280	IAEA	Maintenance of LTCs	01/01/94-31/03/94	1,938	-	-	-	1,938
94/281	University of Vienna	EARN participation	01/01/94-31/12/94	7,442	-	-	-	7,442
94/282	Rank Xerox	Printing costs - printer X4090	01/01/94-31/12/94	33,371	-	-	-	33,371
Balance carried forward				159,288	-	-	-	159,288

Annex IV (continued)

Contract number	Supplier	Description	Period	1994	1995	1996	1997	Total
Balance brought forward				159,288	-	-	-	159,288
94/283	Share Europe	Membership fee 1994	01/01/94-31/12/94	1,426	-	-	-	1,426
94/284	SAS	SAC Base system and utilities	01/01/94-30/04/94	15,992	-	-	-	15,992
94/285	ICC	Computer usage	01/01/94-31/12/94	25,000	-	-	-	25,000
94/286	IBM	Software maintenance for Token Ring	01/01/94-31/03/94	3,833	-	-	-	3,833
94/287	IAEA	Computer usage	01/01/94-31/12/94	4,651	-	-	-	4,651
94/288	EDV Software	ADABAS maintenance	01/01/94-31/03/94	15,683	-	-	-	15,683
94/289	Computer Associates	CA-1 copycat software maintenance	01/01/94-31/03/94	814	-	-	-	814
94/290	APT	OLIVER software maintenance	01/01/94-31/03/94	1,720	-	-	-	1,720
94/291	EVN	SECURITREE software maintenance	01/01/94-31/03/94	1,395	-	-	-	1,395
94/292	Computer Associates	CA-LIBRARIAN software maintenance	01/01/94-31/03/94	6,100	-	-	-	6,100
94/293	Candle	OMEGAMON software maintenance	01/01/94-31/03/94	4,942	-	-	-	4,942
94/294	Management Data Wang	Leasing PCs plus buyout	01/01/94-28/02/94	17,688	-	-	-	17,688
94/298	Rank Xerox	Printing costs - printer X4050	01/01/94-31/12/94	25,619	-	-	-	25,619
94/299	IBM	Facilities Management	01/01/94-31/03/94	312,682	-	-	-	312,682
94/300	Rank Xerox	Maintenance and repair of peripherals	01/01/94-31/12/94	15,504	-	-	-	15,504
94/301	Telerate	Financial Market Information	01/01/94-31/12/94	10,078	-	-	-	10,078
94/302	IBM	Software licence	01/01/94-31/03/94	122,333	-	-	-	122,333
94/303	Gammag	Maintenance and repair of peripherals information	01/01/94-31/12/94	10,900	-	-	-	10,900
94/307	IBM	Mainframe lease	01/01/94-30/06/94	2,215,200	-	-	-	2,215,200
94/310	Compuware	ABEND-AID software maintenance	01/01/94-31/03/94	1,281	-	-	-	1,281
Balance carried forward				2,972,129	-	-	-	2,972,129

Annex IV (continued)

Contract number	Supplier	Description	Period	1994	1995	1996	1997	Total
Balance brought forward				2,972,129	-	-	-	2,972,129
94/311	Polst	Cabling floor D-22	1994	45,363	-	-	-	45,363
94/313	Radio Austria	Dial-up position for Treasury	01/01/94-31/12/94	1,363	-	-	-	1,363
94/315	IAEA	Facilities Management	01/04/94-31/12/97	1,025,293	1,443,612	1,524,455	1,609,824	5,603,184
94/320	IBM	Maintenance of mainframe	April 1994	19,101	-	-	-	19,101
94/329	Prager Consult	Computer-related training	1994 and 1995	119,000	119,000	-	-	238,000
94/339	IBM	Maintenance for Token Ring software	April 1994	1,278	-	-	-	1,278
94/340	IBM	Software licence	April 1994	40,778	-	-	-	40,778
94/307	IBM	Purchase of mainframe peripherals after end of lease period	June 1994	28,797	-	-	-	28,797
94/349	Data Transport Systems	Modification of UNIDO's PC-based budget system	01/09/94-30/09/94	5,500	-	-	-	5,500
94/356	I-Net Gmbh	Consultancy to set up SQL server	August 1994	8,000	-	-	-	8,000
94/359	Retailers Handels Gmbh	Maintenance and repair of bar code reader	1994	928	-	-	-	928
94/364	Gemmag	Technician to re-install Extra for DOS in 600 PCs	September 1994	5,814	-	-	-	5,814
94/379	I-Net Gmbh	Installation and setting up Sybase DBMs and Novell Netware Software	December 1994	9,302	-	-	-	9,302
94/381	Institute for Computer & Information Engineering	Analysis of UNIDO's existing computerized systems	1995	-	17,000	-	-	17,000
Balance carried forward				4,282,646	1,579,612	1,524,455	1,609,824	8,996,537

Annex IV (continued)

Contract number	Supplier	Description	Period	1994	1995	1996	1997	Total
Balance brought forward				4,282,646	1,579,612	1,524,455	1,609,824	8,996,537
94/383	Data Transport Systems	Modification of UNIDO's PC-based budget system	01/12/94-31/01/95	2,750	-	-	-	2,750
94/384	Procon Data	Development of PC-LAN based travel system	1995	-	19,000	-	-	19,000
Total				4,285,396	1,598,612	1,524,455	1,609,824	9,018,287

Abbreviations

CPU - Central processing unit
DBM - Data Base Manager
LAN - Local area network
LTC - Local terminal controller
PC - Personal computer
SQL - Standard Query Language